

# **PARTNERING CHARTER**

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## **CLARK COUNTY BUILDING DEPARTMENT AND THE COMMERCIAL CONSTRUCTION INDUSTRY**

**DATE:       APRIL 27, 1995**

**We are a team dedicated to creating a cooperative and communicative environment to facilitate timely code compliant construction.**

### **I.     COMMUNICATION OBJECTIVES**

1.    Open, honest, effective, on going, and timely communication
2.    Team members will be empathic listeners
3.    Mutual respect.
4.    Create opportunities to meet socially.
5.    Promote charter within our industry.
6.    Identify and recommend solutions to mutual issues.
7.    Develop vehicle to communicate successes on a regular basis.

### **II    ISSUE RESOLUTION SYSTEM**

- Step 1:**     It is preferred that problem be discussed and resolved at the level at which it originates. Normally Foreman/Superintendent and Inspector.
- Step 2:**     When problem is not resolved at the originating level, elevate to Senior Inspector/Inspector and Project Manager/Superintendent.
- Step 3:**     When problem is not resolved at Step 2, then it will be elevated to Chief of Inspectors/Engineer and Project Manager/Superintendent/Contractor.

**Step 4:** When the problem is not resolved at Step 3, then Building Department Director and Construction Company Owners will resolve the issue.

### **III. PERFORMANCE OBJECTIVES**

1. Be professional - treat as team member, not adversary.
2. Personal accountability to other team members.
3. Work together on common issues.
4. Committed to empowering staff to ensure prompt and fair problem solving at the lowest appropriate level.
5. Developing staff through cooperative educational programs.
6. Create a **WIN/WIN** environment.
7. Committed to continued evaluation and support of the intent of the charter.